

City of Santa Clara - IT Outsourcing RFP

| Question to be published | proposed Answer prepared for publication |
|---|--|
| 1 Is there a standard configuration on all devices (Print, Scan, Fax, Staple, Hole Punch)? | There is not one standard configuration on all devices currently. The City does not anticipate one standard configuration on all devices. The City would expect a few models proposed - high, medium and low. Minimum configuration standards would include: networked to print, scan, fax, duplex, size (magnify/reduce), 8.5x11, 11x14, auto feed, sort, staple - others: add-on options include hole punch, alternate paper sizes, binding, etc. |
| 2 How will you evaluate pricing for each model? Should the base model include copy, network print and scan to email? | Per the RFP - Complete a separate Recommended Copier Responder Work Sheet for each copier you are recommending. Note the specific copier you are recommending to replace. The City is looking for base model pricing with add-on optional features and costs noted. Note if a feature is standard config, optional or not available. Also, the price analysis will include but not be limited to cost per copy, lease price, all inclusive maintenance & supplies costs, warranty period, cost of excess copies beyond usage estimates (if any). |
| 3 Out of the total number of copiers, how many are currently connected to the network for printing? Are any currently connected for scanning? | All copiers are networked for printing, but some are not configured to scan. |
| 4 How many total users have access to MFPs and Printers? | The City has approximately 1100 users who access MFPs and printers. |
| 5 How many employees or office workers are supported by your copier fleet? | The City has approximately 1100 users who access MFPs and printers. |
| 6 Is there currently a fax server in place? | yes - one fax server (Rightfax) |
| 7 How many print servers are currently in place? | 2 printer servers |
| 8 Does the city have one or more document management systems in place? Would there be a value to scan directly into these systems? | Yes- the City does have a number of document management systems - SIRE, Tidemark, SharePoint. Yes, the City may find value in scanning to these systems as an optional feature. |
| 9 What workflow applications are you currently using? Please elaborate as to how these are currently being used. | PeopleSoft uses Rightfax to fax PO's and RFQ's to vendors. Syntellect IVR uses Rightfax to receive faxes. The City also utilizes BMC's ITSM 7 for Service Desk, Problem, and Change management. |
| 10 What type of OCR (Optical character recognition) is needed? Creating searchable text or ability to convert scans to an editable MS document? | At this time the City has not identified any specific OCR needs for our print fleet. The City seeks to utilize industry best practices and invites bidders to submit options for OCR functionality available on your output devices and how this would assist the City. However, any information provided by bidders regarding OCR capabilities is informational only and will not be included in the rating or ranking of vendors. |
| 11 Would a lower cost 3rd party print driver be of consideration if MS office and PDFs could still be printed? | The City would consider this based on business case presented and needs assessment. |
| 12 Does the city generate or outsource variable print material? Ex. Water/Sewage Invoices. | Yes, print jobs over 1,000 pieces that are in color are outsourced - Utility bills and inserts, Annual City calendar mailed to all residents, City letterhead, quarterly newspaper, etc. |
| 13 How much of the city's printing is outsourced? | The City doesn't currently have this calculation available. |
| 14 Is there a central reprographic department? | Yes, there is a City print shop that handles print requests over 1,000 pieces in black and white. |

City of Santa Clara - IT Outsourcing RFP

| | Question to be published | proposed Answer prepared for publication |
|----|--|--|
| 15 | How are copier codes used? Would it be of value if the codes could directly be tied to budgeting for projects (State, County, Grants, etc)? | Where multiple departments or divisions share a copier, codes are used to calculate separate usage. Having the capability to directly tie copier codes to budgets could be of a benefit to the City. |
| 16 | Pg 9/ RFP says we cannot 3rd party contract this agreement, however for the self service/pay for use and smart card equipment required, is it acceptable for us to have a 3rd party install it and train if necessary. After that, Bidder can act as the hub if repairs are needed, client calls us, we call third party, etc. Will that be acceptable? | The City would consider this but it would need to be discussed further. As a general note regarding self service / pay for use: The City currently has self service machines at the Library and we are happy with the service. It is possible that the City may want expand copier and printer self service capabilities to other public locations in the future such as our Senior Center, Youth Activity Center, etc. However, any information provided by bidders regarding their self service capabilities is informational only and will not be included in the rating or ranking of vendors. |
| 17 | are you accepting separate bids for the copiers and printers? We need to find out if that is acceptable. In regards to the copiers, in dealing with the manufacturers they will bid way below our costs as we are a small business and will lose money. However, with the printers, we can be a little more profitable and provide great service. | In order to get the most benefit from our output fleet optimization, the City believes it important to have a single master agreement that covers the entire Output Fleet. The City is open to a Prime/Sub type agreement (for example a Copier manufacture partners with a local printer services provider) but would look for one agreement to govern the relationship. The essential concern the City would have with two separate contracts is any conflict that might arise between competing objectives and priorities of the vendors. When optimizing our entire fleet we would expect in a change in our mix of Copiers and Printers over time. The City feels the best approach to avoid any conflicts during this rebalancing is to have a primary vendor responsible for managing the optimization process. However, the City would be willing to discuss other proposed approaches based on the merit of the proposal in supporting the City's ultimate optimization objectives. |
| 18 | Page 8 (10.1 – Features): We are constantly updating equipment in order to keep with the constant changes in technology and innovations. Your bid language indicates that the models placed “shall be current models of modern technology in current production and not scheduled to retire within the next 24 months.” Can the bid be modified to indicate that “models with comparable features and qualities will be accepted?” | The City has included this item to identify that no equipment shall be installed where maintenance and repair during the lease should prove difficult because of procuring obsolete parts needed. If bidder proposals have language to identify that this won't be the case then that would be acceptable. |
| 19 | RFP page 8 of 17 10.1. FEATURES In the MFP industry new models are consistently being introduced every 12 to 18 months replacing older models. However parts and supplies are manufactured and available 7 to 10 years after a model is discontinued. Can the City please clarify its wording "not scheduled to retire within the next 24 months" | The City has included this item to identify that no equipment shall be installed where maintenance and repair during the lease should prove difficult because of procuring obsolete parts needed. If bidder proposals have language to identify that this won't be the case then that would be acceptable. |

City of Santa Clara - IT Outsourcing RFP

| | Question to be published | proposed Answer prepared for publication |
|----|--|---|
| 20 | pg 10/during the contract, the RFP states the use of "returnable/ recyclable/ remanufactured" toner cartridges. Many copier companies do not offer returnable cartridges, and many new devices (copiers and printers) do not have remanufactured cartridges. Many OEM's do not have a recycling program. If we agree to recycle the cartridges in an environmentally responsible manner, those cartridges that cannot be returned or are not available as reman's , will that be acceptable? | It is the City's and Council direction and priority in the purchase of goods or services and when contracting with vendors to implement and encourage environmental best practices; to use recycled product wherever possible; and to require that waste is handled in an environmentally responsible manner. Proposers should identify how they will handle toner cartridges. At a minimum, cartridges will need to be recycled by the vendor in an environmentally responsible manner. |
| 21 | Page 7 (9.1 – General Overview): The City has indicated as one of its objectives to: "Increase the City's Green Footprint." The City has provided volumes for each of its current copiers. Does the City intend to reduce the amount of copies and prints over the course of the contract or in the future? | The City is working to improve efficiencies - both in cost and resources. We envision removing some printers and faxes and consolidating functionality with MFDs. We strive to decrease paper and toner use by defaulting print devices to duplex in black & white, and require user to select single sided color when desired. The City is looking at reports and current practices where possible to make more things electronically transmitted, like council meeting agendas and packets. We do not have a set goal yet for this reduction, but plan to optimize this partnership with print managed expertise to reduce costs through improved efficiency. |
| 22 | How many moves have you had historically for the copiers? Have they been within the same building or between buildings | Historically copiers move only when a department is being relocated. Generally most copiers in the city have not been moved since installation. However, it is possible through the evaluation and optimization of print equipment over the next 12 months that the recommendation may come up to consolidate use of devices and removal or a fax, scanner or printer instead using an MFD - which might then be moved for ease of access by users. |
| 23 | pg 9/ use 30% post consumer recycled paper -can we get samples? | The City's standard supply order is recycled paper from Staples - 30% post consumer waste |
| 24 | Is 11x17 a requirement for all Multifunction devices? | 11X17 paper size is not a standard required config on all devices but the City would like pricing as an optional add-on feature |
| 25 | You have indicated the City's objectives. However, is there a specific matrix or weight system for choosing the winning vendor of this bid? If the answer is "no," will each finalist be given the opportunity to present its proposal in person? | The City does not have a specific selection matrix available to share at this time. Regardless, the City does plan on inviting down selected finalists to have in person meetings, planned equipment demos, reference checks and personal presentations before final vendor selection. |
| 26 | Do you have a specific pricing form you would like us to use or can we provide our own? | Please use provided pricing worksheet included with RFP as Appendix 1, one copy for each model proposed. However, if you have additional documents that you would like to submit as part of your proposal, please feel free to include in your response. |

City of Santa Clara - IT Outsourcing RFP

| | Question to be published | proposed Answer prepared for publication |
|----|---|---|
| 27 | Is the City looking to have dedicated "vendor" personnel on City premises to manage the copiers, printers, or anything related to the management of these equipment fleets? | The City acknowledges that there will be an increased level of work at the start of the contract for transition and full evaluations/assessments of peripheral devices, but dedicated on-site personnel will not be required as on-going. Should a bidder propose this as an option, the City would be willing to consider the proposal. |
| 28 | Is the City seeking to be presented with and willing to spend on "Document Management Solutions" that will optimize the use of proposed equipment, streamline City processes and services, thereby reducing costs? | The City is willing to review proposed industry best practices and suggestions. |
| 29 | Does the City expect the chosen vendor to guarantee equipment prices for three years or longer? What are the pricing expectations of the City? | Based on technology trends, the City actually expects the costs of the copiers and printers to decrease over time. As such, the City proposes to secure pricing that will be valid for replacement of the existing copier fleet, even if copiers are replaced in stages, at or below the initial proposed prices. The City would like for vendors to also offer same or lower prices for any additional equipment added to fleet during contract term. Noted on the bidder worksheet, Appendix 1 question 3 "In the event the City of Santa Clara wishes to acquire additional multi-function devices, the bidder shall indicate below if all pricing, and terms and conditions are held throughout the contract period - Y/N"; noted in RFP, page 6 contract term, 3 year with optional extension. |
| 30 | City of Santa Clara IT Department, our team had a follow up clarifying question to submit. Regarding Section 10.7, can you please specify the exact formula you will use to calculate the uptime per device? In order to commit to the standards you have set forth, we need to ensure they are realistic and fit within our service model. | The City seeks to use industry best practices and invites bidders to submit industry standard calculation models on how up time could be calculated. |
| 31 | existing copiers coming off lease - should we assume that we do not have to worry about de-installation or prep/shipping back to Lessor? | Since the majority of current fleet are leased devices, we would hope that the current vendors should take the old device when replacement model scheduled for installation. However, the City is aware of other practices within the industry and would be willing to discuss those transition plans with the final vendor and work with current vendors to arrange for a smooth transition. |
| 32 | Do have a list of your fax machines and scanners? With volumes | The City will explore fax inventory further through future device optimization reviews but there is not a device list at this time. Staff did a quick review of the Citywide phone directory and listings show 75 fax numbers - some may be fax via MFD some on standalone fax machines. However, until optimization is completed, support of standalone fax and scanners would be time and materials only. |

City of Santa Clara - IT Outsourcing RFP

| Question to be published | proposed Answer prepared for publication |
|--|---|
| 33 Will the City allow prospective vendors with the opportunity to gather data on its current printing and document flows, before the submittal of the bid? | The City had a basic print assessment done in 2008 as an exploratory pre-RFP activity. This scan has been done again this week to provide bidders with two points of data including a recent survey. The print survey data shows output volume and usage for approximately 75% of the City's devices. Bidders are advised that some devices have changed (been added or removed) since the last data gathering and note that the Electric Department's fleet (10 copiers & approx 25 printers) have not been part of either data survey as they are on a separate domain access point and not available at this time. |
| 34 Attachment #4 of the Copier and Printer Managed Services RFP, lists the model numbers and quantity of printers that the City of Santa Clara has. However, in order to give a complete picture of future costs and to enable the lowest bid possible, volumes are needed. If you do not have volumes we will have to estimate/guess at your volumes. This could possibly create a higher than necessary cost per page. If you have printer volumes available I would like to ask for a copy. | The City had a basic print assessment done in 2008 as an exploratory pre-RFP activity. This scan has been done again this week to provide bidders with two points of data including a recent survey. The print survey data shows output volume and usage for approximately 75% of the City's devices. Bidders are advised that some devices have changed (been added or removed) since the last data gathering and note that the Electric Department's fleet (10 copiers & approx 25 printers) have not been part of either data survey as they are on a separate domain access point and not available at this time. |
| 35 Do you have volumes by model for printers by black and white and color? | The City had a basic print assessment done in 2008 as an exploratory pre-RFP activity. This scan has been done again this week to provide bidders with two points of data including a recent survey. The print survey data shows output volume and usage for approximately 75% of the City's devices. Bidders are advised that some devices have changed (been added or removed) since the last data gathering and note that the Electric Department's fleet (10 copiers & approx 25 printers) have not been part of either data survey as they are on a separate domain access point and not available at this time. |
| 36 pg 8/top – The RFP states we will be responsible for the non networked devices, not listed in Appendix 4, how will we get access to them? Will a list of those devices be provided? | The devices in Appendix 4 are printers. The vendors would be responsible for service and supplies for those devices and working with the City to assess and evaluate this pool, making recommendations to add them to the network, leave them be or retire and remove them. Part of the optimization piece of the printer fleet is helping the City to get to a more efficient state. |
| 37 bidder recommends that a complete print survey be done. This survey will give a complete picture of the volumes for each networked device, including copiers and printers. This type of information is invaluable to creating a response to this RFP. If you have already done a print survey, I would like to request a copy of the results. | The City had a basic print assessment done in 2008 as an exploratory pre-RFP activity. This scan has been done again this week to provide bidders with two points of data including a recent survey. The print survey data shows output volume and usage for approximately 75% of the City's devices. Bidders are advised that some devices have changed (been added or removed) since the last data gathering and note that the Electric Department's fleet (10 copiers & approx 25 printers) have not been part of either data survey as they are on a separate domain access point and not available at this time. |
| 38 Will we be able to run a network print audit to attain your printer volumes? | The City had a basic print assessment done in 2008 as an exploratory pre-RFP activity. This scan has been done again this week to provide bidders with two points of data including a recent survey. The print survey data shows output volume and usage for approximately 75% of the City's devices. Bidders are advised that some devices have changed (been added or removed) since the last data gathering and note that the Electric Department's fleet (10 copiers & approx 25 printers) have not been part of either data survey as they are on a separate domain access point and not available at this time. |

City of Santa Clara - IT Outsourcing RFP

| | Question to be published | proposed Answer prepared for publication |
|----|--|--|
| 39 | Can the City provide printing volumes on its current printers? | The City had a basic print assessment done in 2008 as an exploratory pre-RFP activity. This scan has been done again this week to provide bidders with two points of data including a recent survey. The print survey data shows output volume and usage for approximately 75% of the City's devices. Bidders are advised that some devices have changed (been added or removed) since the last data gathering and note that the Electric Department's fleet (10 copiers & approx 25 printers) have not been part of either data survey as they are on a separate domain access point and not available at this time. |
| 40 | Are there space constraints at any of the locations? | nothing out of the ordinary |
| 41 | May we examine how your current fleet is configured (stapling, faxing, etc). | The City provided bidders an opportunity to examine a couple configurations during the vendor briefing, but does not have plans for an extensive site visits for vendors to look at all configurations across the City. The City does not feel that this would serve much benefit as the current device configurations may not be what is selected to be put in place upon completion of the RFP process. Current configurations are not standardized, evident in that of the 43 copiers there are 15 different models; and out of approximate 150 printers there are 35 different models. The City would hope the bidders can establish base model prices with the specifications identified - then give add-on pricing for additional features, based on the brief site visit during the vendor briefing, the details provided in the RFP, the additional answers provided based on bidder questions, and the provided print survey results. |
| 42 | Separate Site inspections | The City provided bidders an opportunity to examine a couple configurations during the vendor briefing, but does not have plans for an extensive site visits for vendors to look at all configurations across the City. The City does not feel that this would serve much benefit as the current device configurations may not be what is selected to be put in place upon completion of the RFP process. Current configurations are not standardized, evident in that of the 43 copiers there are 15 different models; and out of approximate 150 printers there are 35 different models. The City would hope the bidders can establish base model prices with the specifications identified - then give add-on pricing for additional features, based on the brief site visit during the vendor briefing, the details provided in the RFP, the additional answers provided based on bidder questions, and the provided print survey results. |
| 43 | Can floor plans with locations of printers and MFPs be provided? | Yes - ultimately the City will provide floor plans and maps. However, fleet assessments and evaluations may recommend to consolidate and eliminate devices and functionality . Estimates indicate that roughly 50% of copiers/printers reside on the Main City Campus (1500 Warburton Ave) and a the remainder are throughout the city, some in large concentrations (i.e. Police Department and Library). |
| 44 | Do you have floor plans or maps of the devices | Yes - ultimately the City will provide floor plans and maps. However, fleet assessments and evaluations may recommend to consolidate and eliminate devices and functionality . Estimates indicate that roughly 50% of copiers/printers reside on the Main City Campus (1500 Warburton Ave) and a the remainder are throughout the city, some in large concentrations (i.e. Police Department and Library). |

City of Santa Clara - IT Outsourcing RFP

| | Question to be published | proposed Answer prepared for publication |
|----|---|---|
| 45 | <p>Do you know current annual spend for:</p> <ul style="list-style-type: none"> a. Copiers? b. Printer hardware acquisition? c. Supplies d. Service thru Bay Area Data Supply | <p>The City estimates our combined annual spend for Copiers/Printers/Supplies (less paper), and printer repair services to average approximately \$300,000 per year. This number is roughly 2/3 copier expenses and 1/3 printer expenses. Through IT industry studies of print optimization execution, the City hopes to recoupe 20-40% of current expense through increased efficiencies and smarter executions.</p> |
| 46 | <p>Page 8 (9.2 – Project Description): What is the City's expectation on "fleet optimization and decreased cost of ownership?" Does the City have available current data of what current fleet expenditures for equipment and services are? How much does the City seek to save based on current expenditures? (Can be given in percentages).</p> | <p>The City estimates our combined annual spend for Copiers/Printers/Supplies (less paper), and printer repair services to average approximately \$300,000 per year. This number is roughly 2/3 copier expenses and 1/3 printer expenses. Through IT industry studies of print optimization execution, the City hopes to recoupe 20-40% of current expense through increased efficiencies and smarter executions.</p> |
| 47 | <p>pg 11 - list of City holiday's we are not expected to support, will a list be provided?</p> | <p>Yes, the City will be able to provide our holiday schedules if needed. However, for RFP repsonses and simplicity, please note that the City currently has 13 days off for holidays per year.</p> |
| 48 | <p>Page 6 (7.0 – Terms and Conditions): You indicate the "Terms and Conditions" listed in Appendix 2, "shall be applicable to any contract or agreement entered into as a result of this proposal." You refer to the entity you decide to go into business with as "proposer," "contractor," "vendor." There is no reference to "Lessor." The contract you have included does not appear to be geared towards the actual leasing of the Equipment but more for the actual services. Is the City intending to enter into a true lease contract for the equipment portion of this bid? After the negotiation period, will the City sign a financial institution's lease contract?</p> | <p>The City can include lease terms in the proposed service contract, which would be drafted in the negotiation process.</p> |
| 49 | <p>Page 13 (10.17 – Lessor's Removal and Surrender of the Equipment): We understand that "Evergreen clauses" will be rejected. However, at the end of the lease term (36 months) will the City continue to pay a month-to-month renewal payment for each designated lease/equipment should the City keep the equipment and continue to use it?</p> | <p>Please note as a general theme, the City is most interested in a long term Output Fleet Management partnership. However, it should be appreciated that a long term relationship is one that is built over time. As such, the City is seeking to start with a shorter term contract with extensions and additional contract terms to be determined based on performance and compatibility. Please specifically note that the RFP, page 6, states "The term of the contract shall be in effect for a period of three (3) years. Optionally, the City of Santa Clara may extend this contract for two additional one (1) year terms based on contract performance." At the expiration of the term, a month to month agreement will be in effect under the existing terms immediately prior to expiration, until other terms and/or agreements have been determined.</p> |

City of Santa Clara - IT Outsourcing RFP

| | Question to be published | proposed Answer prepared for publication |
|----|---|--|
| 50 | Page 16 (15.6 – Contractual Requirements): The contractual requirements do not mention a lease contract. Appendix 2 is not a financial contract. Please clarify. | The City can include lease terms in the proposed service contract, which would be drafted in the negotiation process. The City requests that bidders include industry standard boilerplate lease agreements for consideration. |
| 51 | Are there any 501(c)(3) Requirements? | No. |
| 52 | Appendix 2 (section 12 on page 3 of 15) - Termination of Agreement - In the event the City is leasing equipment, is the termination language only related to the services being provided by the Contractor with the understanding that the City will remain responsible for the lease payments? | In the off chance that the City were to terminate the service agreement. The City understands that they would be responsible for the remainder of any valid Lease agreements entered into by the City. |
| 53 | Page 6 (6.0 – Contract Term): "The term of the contract shall be in effect for a period of three (3) years." – Since the replacement of the various City departmental equipment will take place in phases over time and the city is looking for three year (or more) lease pricing, does the City agree that they will be responsible for any individual lease contracts when the term of the lease runs past the end of the three year contract being contemplated by the bid? | The City has been working to get to a point with a single contract renewal date of all copier leases. If that means that the contract resulting from this RFP has some devices on a 4 year lease and some on a 3 year, we are okay with that is fiscally reasonable. We have worked with our current vendor to have 1/3 of the fleet on a continued month to month service after the standard lease expired to get close to 2/3 of the units all renewed together. |
| 54 | Which Smart Card is being used? Can we get a sample? | Smart cards are used in specific locations only and are not generally used throughout the City. The Library staff use a Smart Card system for access within their building (ProxCard II manufactured by HID Corp) and has a requirement for Smartcard integration with their copiers to track usage. Other locations that utilize Smartcards are the Police Department and our Electric Utility. At this time, both of those groups are interested in exploring the possibility of utilizing smartcards for copier use, but do not have a hard requirement to do so. The Electric Utility utilizes Card Quest, Inc HID compatible cards (operating on the HID Iso Prox II (1386) protocol). The Police Department will be upgrading their access cards in the short term but the replacement technology has not yet been determined. |

City of Santa Clara - IT Outsourcing RFP

| | Question to be published | proposed Answer prepared for publication |
|----|---|--|
| 55 | how many self service units are required and how many pay for use. | As a general note regarding self service / pay for use: The City currently has self service machines at the Library and we are happy with the service. It is possible that the City may want expand copier and printer self service capabilities to other public locations in the future such as our Senior Center, Youth Activity Center, etc. However, any information provided by bidders regarding their self service capabilities is informational only and will not be included in the rating or ranking of vendors. |
| 56 | Does the City need to track incoming and outgoing faxes? | Yes, the City would like to track all incoming and outgoing faxes from MDF's to include confirmation of sent and delivered for outgoing faxes, and confirmation of received for incoming faxes. |
| 57 | Bidder would like to request a one week extension on the due date of the response to this RFP. Since we are not getting the answers to the questions and volumes of the printers until 9/8, bidder feels that this extension would help provide the City with a more thorough recommendation. | Because of the importance of the print survey data in developing a responsible pricing strategy, the City agrees to delay the final submission date of the proposals to Wednesday, September 22 at 4:00 pm. Bidders shall also understand that the other future dates of the RFP timeline will also be delayed by a week. |